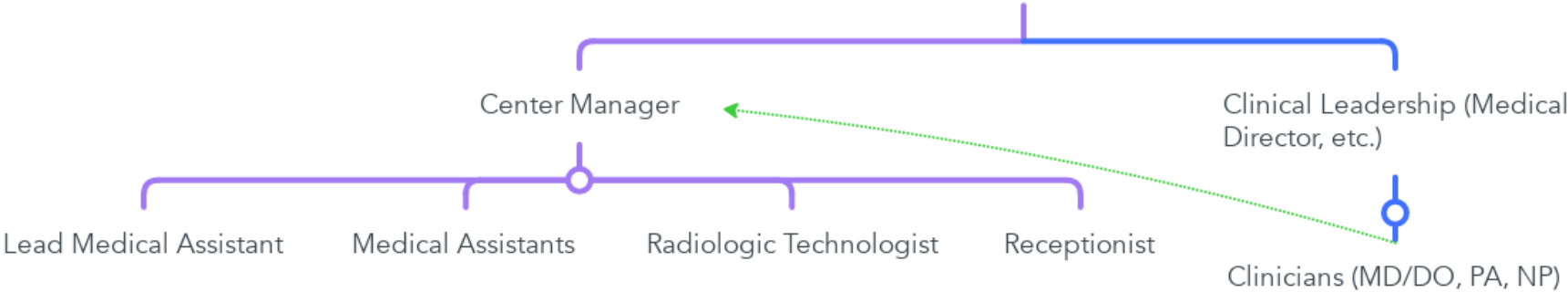


Urgent Care Center Organization Charts

Single Site

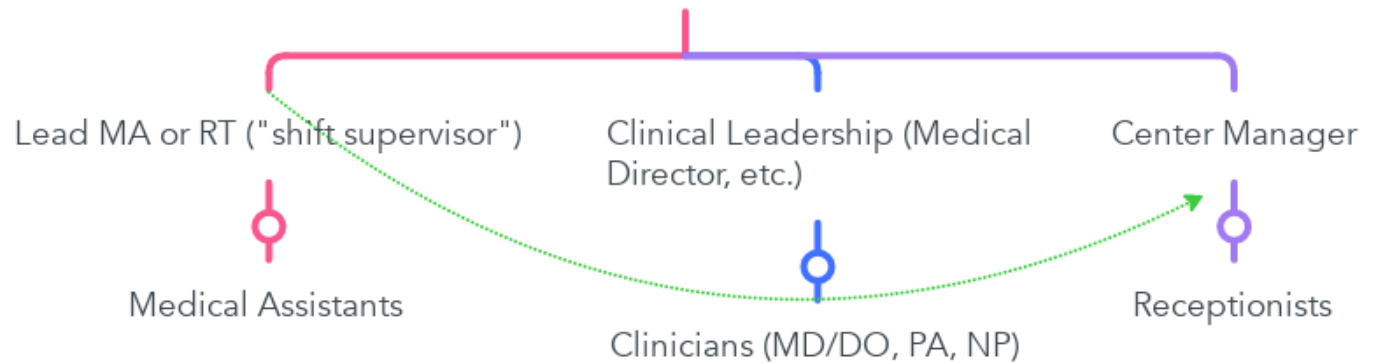
Basic UCC Organizational Structure



Single Site

In states where MA scope includes limited x-ray

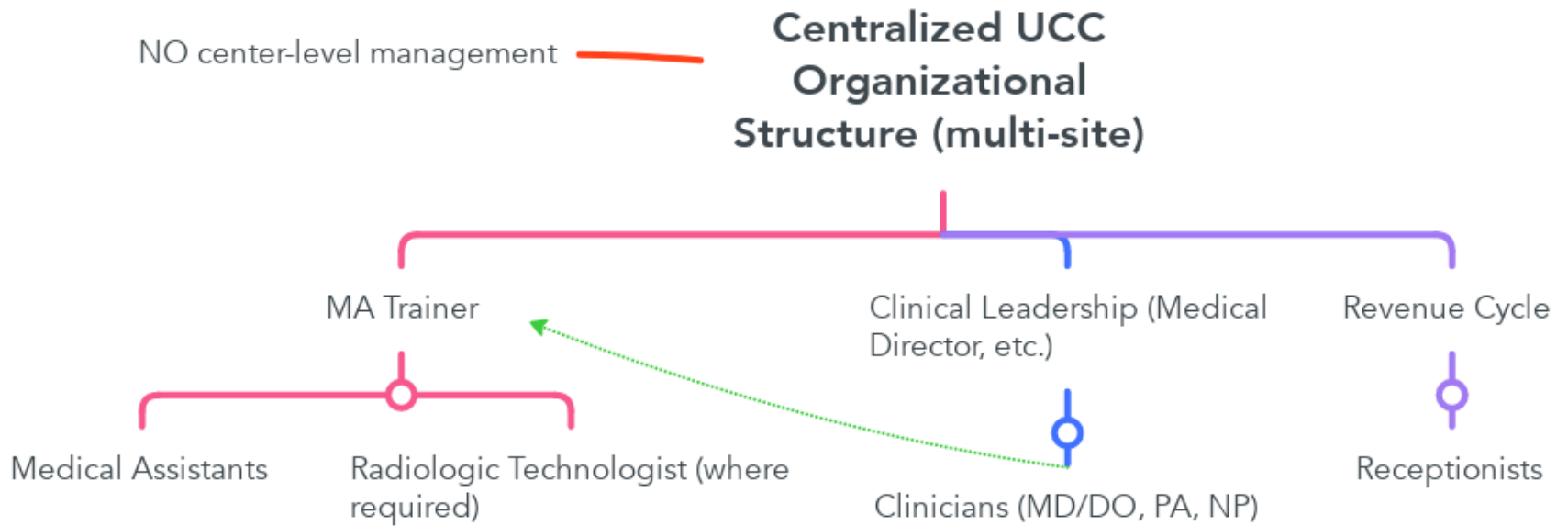
Alternates to Basic UCC Organizational Structure



Single Site to Multi-Site

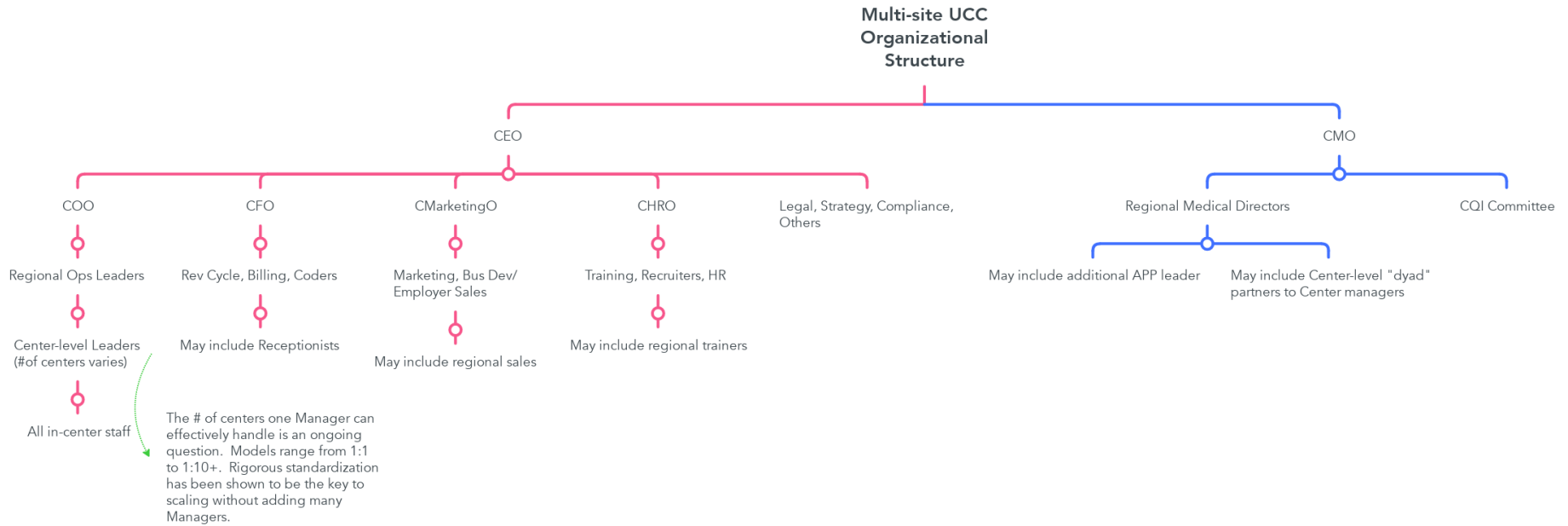
- There are wide variations across the industry for manager:center ratios.
- In a 1:1 ratio the manager often also works the floor, but it is not recommended that the manager act as the “automatic” person to fill vacant shifts. They are better used as secondary floor staff.
- Success with higher manager:center ratios has been found to depend primarily on the geographic closeness of the centers, sophistication of the manager, and technology and standardized systems and practices that support multi-site management.
- Some organizations use centralized management across sites vs. replicating single-site structures (see next slide).

Multi-Site



Multi-Site, Corporate

There are many variations on this across the Urgent Care industry.

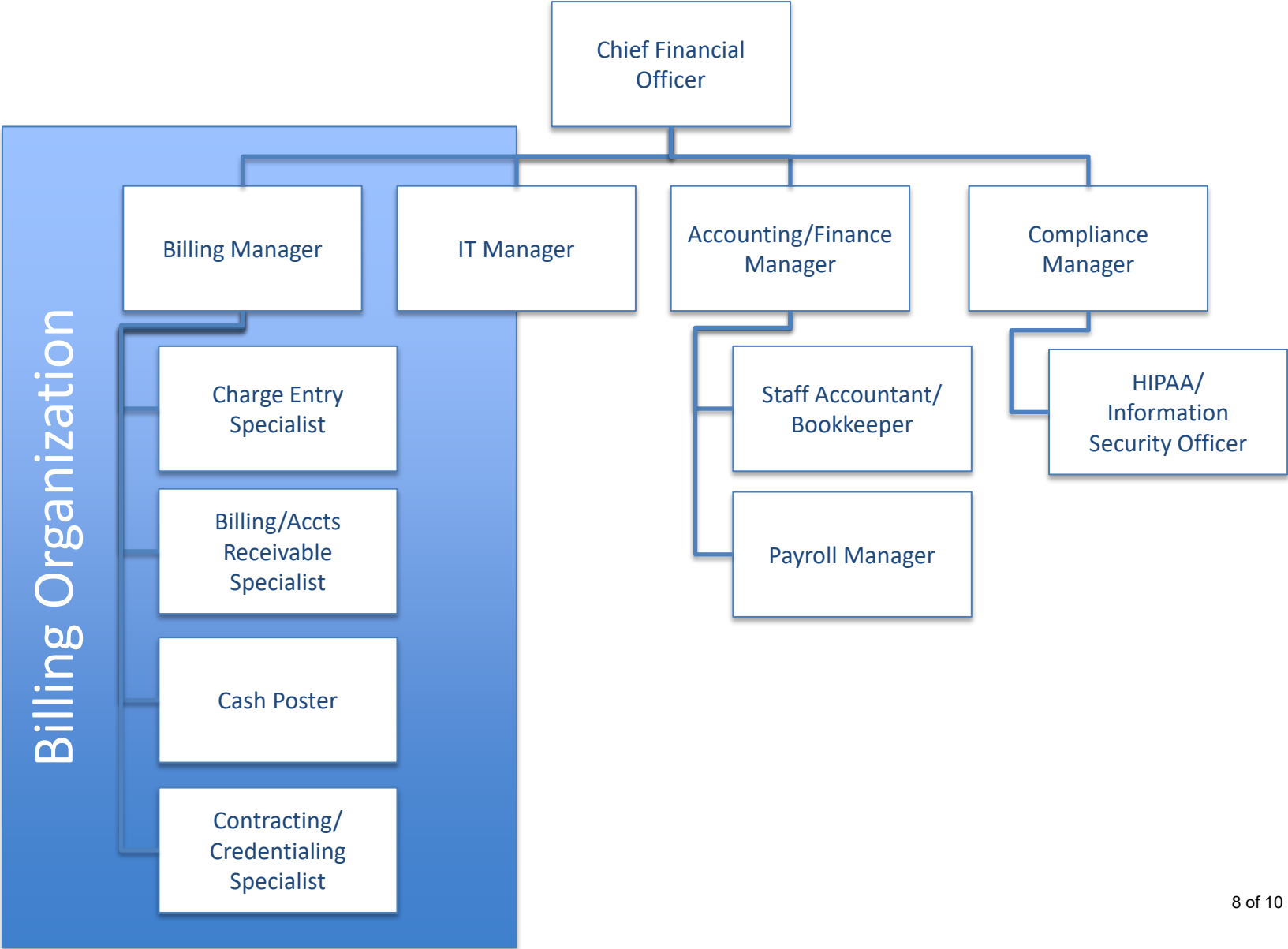


Zoom in to see graphic detail

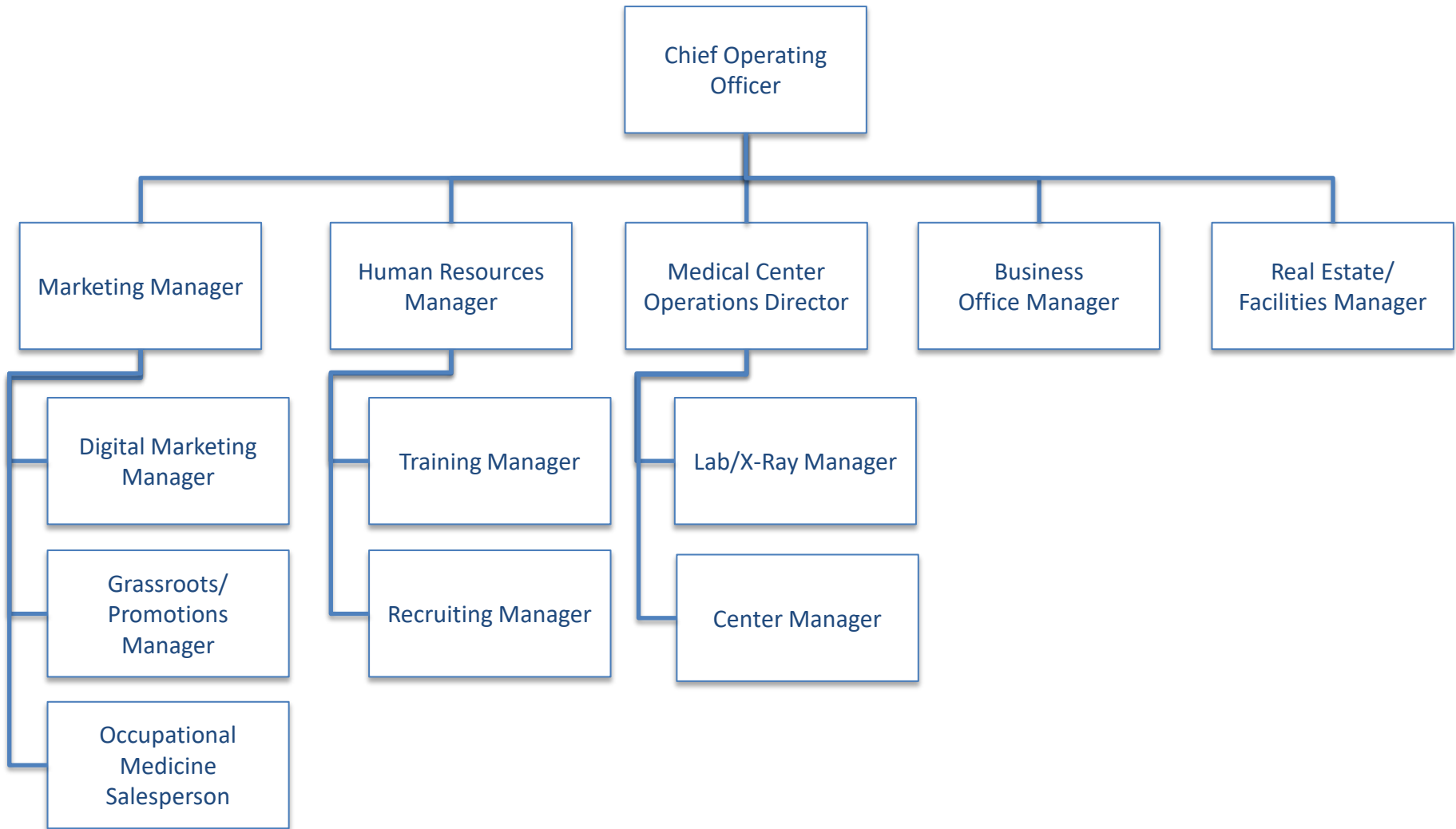
Departmental, Historical & Health System

- The following slides show sample charts for a Finance, Business Operations and Medical Operations.
- These slides and sample structures are older than the previous slides, so may be less common today.
- There are variations for roles such as the entire billing operation (or portions thereof) (slide 7) or Real Estate/Facilities Manager (slide 8) that may be completely outsourced depending on the preference of the UCC organization.
- Roles such as Nursing Manager (slide 9) are more common in Health Systems as nurses are rarely utilized as caregivers in independent UCCs.

Corporate, Finance Department



Corporate: Business Operations



Corporate: Medical Center Operations

